

# EBT Coordinator Update



## *FROM PAPER TO PLASTIC*

**#10 May 2, 2001**

### **Access to the CSI System**

Administrator's Memo 00-16 on Ongoing EBT Operations reminds local agencies to end access to the CSI system if someone leaves the local agency or changes jobs within the local agency. Deleting someone's CARES access with a DES 10 does not delete their access to the CSI system. You agency must submit a DES 11702 to delete user access for the CSI system and a DES 11701 to delete user access for the CAPS device. If you have staff who have CSI system and/or CAPS access and should be deleted, please be sure that the paperwork is completed as soon as possible. USDA Food and Nutrition Service (FNS) has emphasized that EBT system security should be a high priority for each state.

CSI has identified over 600 users that have not accessed the CSI system for more than 3 months. Tim Burnett from the EBT Project will be following up with local agencies to determine if appropriate staff have access to the CSI system.

### **QUEST Cards Returned to the Local Agency**

Active or inactive QUEST cards that are returned to the local agency should be sent to DES. If the card has been statused (examples: an expired vault card or a card that was reported lost or stolen), don't return the card to DES. Cut up the card and dispose of it.

### **CSI Automated Response Unit (ARU)**

There were three changes made to the CSI ARU:

Speak option: Callers can respond to the ARU by either making an entry or speaking the response. If no option is pressed after the second request to make an entry, the caller will be prompted to press or speak a number. For example: the caller did not press an option for English or Spanish. The ARU will repeat the menu options once. If nothing is pressed on the 2<sup>nd</sup> attempt, the ARU will say "For assistance in English, press or say 1. For assistance in Spanish, press or say 2. ". If an option is pressed or spoken, the ARU will proceed to the next step; "Please press or speak your sixteen digit card number now".

Provide this information to clients who have problems entering the card number or have a rotary phone. Callers need to be patient as it takes about 30 seconds to get the first "press or speak" option.

Customer service will no longer provide account balances: Callers can speak or enter their card number when prompted. Customer service representatives will no longer be providing account balances and will remind clients to utilize the ARU for this function

Claims process: A new message has been added to the ARU to help callers understand the claims process. After a caller hears the last ten transactions, the ARU says " If you require Customer Service Assistance, press star". If the caller presses the star button, typically to discuss or initiate a claim, the following automated message is presented: "If you do not agree with a transaction that you have just heard and wish to file a claim, please note that the standard claim process takes an average of 20 calendar days. Once a claim has been filed, it is submitted to the ATM network or retailer processor at which your card was attempted, and we must wait for completion of their investigation before an adjustment can be made to your account. If you wish to file a claim, or if you still have a question regarding a claim, press (or say) 1."

### **Who can status a QUEST card?**

Clients and caseworkers can call customer service to status a card. We have clarified to CSI that a primary person (PP) can call CSI customer service to status an alternate payee (AP) card. The PP generally has the authority to change their AP at any time. Remember that statusing the AP card does not give the PP access to the account. This change must be done in CARES. CSI should direct the PP to contact their worker to request this change.

### **Report of Cases that may have Expunged Benefits**

The EBT Project continues to send out a monthly paper *Report of Cases That Will Be Expunged* to the EBT Coordinator if the agency has cases with EBT account balances after ten months of account inactivity. Instructions are included with each agency's list of cases. 51 counties/tribes should receive the June 2001 report this week. We expect that Stage 6 counties will have cases on the next report (July 2001).

### **EBT Handouts from the Food Stamp Payment Accuracy Conference**

We have included with this update the 3 handouts from the EBT presentation at the Food Stamp Payment Accuracy Conference on April 12, 2001 in Appleton. (Select [EBT Top Ten Problems List](#) or [Slide Presentation](#). The *QUEST Conversion Summary Report* is not available on the web page.)

### **CSI Customer Service Statistics for March 2001**

Total client calls satisfied by the ARU: 186,792

Total client calls forwarded to Customer Service Reps - 19,386.

### **EBT System Communications**

In EBT Coordinator Update #8 and #9, we asked that each agency register for EBT updates. Approximately 30 agencies have signed up. For some agencies, only one person has signed up. We suggest that the EBT Coordinator and at least one other person register for EBT updates to ensure that someone in your agency will be able to view the email on the same day. You may register more individuals at your discretion. We plan to use this method of communication for urgent problems such as card issuance delays or transaction processing delays. If you didn't sign up, here's the message you missed on Friday, 4/27/01:

There were connectivity problems with CSI last night -4/26/01- and the daily demographic file was not processed timely. We missed the 11:00 p.m. cutoff for the card file sent from CSI to the CSI Las Vegas card production facility. QUEST cards ordered by CARES on 4/26/01 will have a one day production delay.

Refer to EBT Coordinator Update #8 for instructions to register for EBT updates.